



LAKE VILLA DISTRICT LIBRARY
Job Description

JOB TITLE	DEPARTMENT	PAY GRADE
Outreach Specialist	Adult Services	8
CLASSIFICATION	SCHEDULE	REPORTS TO
Full-Time Exempt	37.5 hours per week including daytime, evening, and weekend hours	Head of Adult Services

POSITION SUMMARY

Under the supervision of the Head of Adult Services, the Outreach Specialist takes an evidence-based, strategic approach to developing, planning, and maintaining community partnerships and outreach initiatives in order to address community aspirations. This employee provides direct customer service support to the public by providing reference, readers advisory, catalog assistance and collection development and also serves as trainer for public and staff.

SPECIALIST RESPONSIBILITIES

- Guided by the library’s strategic plan, develop outreach goals. Plan, implement, and evaluate efforts to achieve those goals.
 - Work with community partners to provide services and events to further library strategic initiatives.
 - Lead development and implementation of strategies for maximizing the reach of library services, specifically to under-served populations.
- Coordinate all aspects of outreach efforts, including scheduling, supply needs, and space/equipment setup.
- Design presentations and speak to community groups.
- Provide leadership to staff in developing and delivering outreach experiences that engage, delight and educate patrons. To that end, coach staff:
 - On how to deliver a quality outreach experience.
 - On how to develop and implement off-site activities and presentations that showcase and promote library services and resources.
- Manage Homebound Delivery program and organize deliveries to homebound individuals and senior living facilities.
- Cultivate a team environment that encourages idea exchange, creative thinking and collaboration.
- Collaborate with the Head of Communications on outreach awareness efforts and any/all promotional materials and initiatives.
- Actively engage and interact with library patrons and partners to foster a strong connection between the library and community.
- Assist with the preparation of an annual budget for outreach and administer the budget effectively.
- Evaluate and report on the impact of outreach efforts.

Adult Services Outreach Specialist

ESSENTIAL RESPONSIBILITIES

- Provides accurate, friendly, and courteous service and assures a positive library experience.
- Assists patrons with information and readers advisory requests.

- Conducts reference interviews to ascertain patron information needs.
- Determines appropriate resources for responding to questions; assists patrons in locating and using such resources.
- Places local holds and initiates interlibrary loan transactions.
- Provides bibliographic, Internet and electronic resources instruction.
- Prepares pathfinders, bibliographies, book talks, and book reviews.
- Promotes and informs patrons of library electronic media, services, programs and resources.
- Assists patrons with computer needs and devices.
- Troubleshoots minor equipment problems (computers, printers, copiers, etc.).
- Develops, evaluates, and maintains collection in assigned area(s).
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems.
- Assists with planning and supporting programs within the Adult Services Department.
- Attends and participates in job-related meetings and continuing education opportunities; keeps informed of new developments and trends.
- Serves as “Person in Charge” when assigned.
- Interprets library policy in the absence of department supervisor.
- Assists in developing procedures and policies.
- Performs other duties as assigned.

KNOWLEDGE / SKILLS / ABILITIES

- Ability to foster connections among people and organizations based on common goals, needs, and interests.
- Comfort with public interactions, in individual and group settings.
- Ability to effectively negotiate and work with vendors, contractors, etc. to obtain the most value for goods and services.
- Ability to identify creative and effective approaches to providing value for target audiences.
- Ability to lead and inspire colleagues, with a deep understanding of how to create a collaborative and supportive team environment.
- Ability to quickly master technologies, including online event registration systems and presentation equipment.
- Ability to gather, analyze, and interpret data and/or trends.
- Commitment and desire to provide excellent service to library patrons.
- Ability to deal courteously and diplomatically with the public.
- Excellent interpersonal skills to relate easily to individuals of various backgrounds.
- Strong interest in and knowledge of popular literature, genres, popular culture, reference, and other information resources.
- Knowledge of reference, readers advisory, and bibliographic instruction practices in public libraries.
- Knowledge of library practices, policies, procedures and technology as they relate to services for adults.

Adult Services Outreach Specialist

- Ability to set priorities, make decisions, and exercise discretion with patrons and staff.
- Adapts well to changes in existing practices, library routines and workflows with patience, tact and professionalism.

- Excellent communication skills both verbal and written.
- Ability to comprehend oral and written instructions.
- Ability to follow directions and to complete tasks.
- Ability to establish and maintain harmonious working relationships.
- Ability to use keyboard, computer, integrated office software and various electronic devices.
- Supports LVDL's mission and demonstrates commitment to Library's core values.

QUALIFICATIONS

- Bachelor's degree required.
- MLIS or equivalent masters' degree from an American Library Association accredited program preferred.
- Minimum three years public library experience.
- Experience in community outreach and developing community partnerships.
- Ability to speak other languages desired.
- Ability to work includes daytime, evening, and weekend hours.
- Access to transportation.

Physical Requirements: (Requests for reasonable accommodations to these requirements may be considered):

- Ability to see, walk, sit, talk, and hear.
- Ability to read, write, and communicate fluently in English.
- Frequently entering data on a keyboard and reading computer screens.
- Frequently standing/sitting at and using a computer.
- Ability to move from one area of the library to another area.
- Ability to bend, stoop, kneel, and stretch.
- Physical dexterity to reach shelves of various heights.
- Ability to lift and carry items up to 20 pounds.
- Ability to push items of 150 pounds or higher while utilizing a cart.
- Visual acuity sufficient to read various font sizes.

ACKNOWLEDGEMENT

I understand this job description and its requirements and responsibilities required to fulfill the position. I also understand that the job functions may change as needs evolve.

Employee's Signature

Date